



# *DeWitt Starlight*



**Maj. Jun Kim, Capt. David Brown, Maj. Jennifer Junilla, Maj. Fred Brennan, Capt Kim Statler, Maj. Mary Delmonte and Lt. Col. Michael Dunham gather for a group picture at the "Bon Voyage" party for the departing personnel.**

## **DeWitt team set for Bosnia, Hungary deployment**

Seven staff members, six doctors and one nurse, are deploying to support operations in Bosnia and Hungary.

At a DeWitt Bon Voyage Party for the departing soldiers, survivor kits for the deploying soldiers were presented. The kits included hurry-up and wait distractions such as a yo-yo, puzzles, cards, as well as quality of life items such as batteries, metal clothes clips and chocolate.

Two of the deploying physicians, Lt. Col. Michael Dunham and Maj. Fred Brennan have already spent time in Bosnia.

Dunham passed around snapshots from his former deployment and spoke

of the dangers such as unexploded ordnance that are ever-present even though the Army has been involved in the theater of operation for several years now.

Brennan gave the other officers an idea of the typical day and duties.

"There are still dangers, mostly from unexploded land mines, especially for our personnel who have to move from camp to camp," Dunham told the deploying soldiers and DeWitt staff at the farewell party.

"There's plenty of time to work-out and facilities are really good," Brennan said, adding that the soldiers should come back in good shape.

Joking the Medical Company Commander, Capt. Chris Christon said, "A big part of our staff is leaving for the deployment, so considering our 'op tempo here,' the deploying soldiers will be getting a break by deploying."

"In all seriousness, you will be there to support and take care of the rest of the Army. I feel that the soldiers in Bosnia and Hungary are very fortunate, they're going to be in excellent hands," he said.

Col. Eileen Malone wished the soldiers well and let the families of the deploying soldiers know that the "DeWitt family" was there to support them during the time their family members were deployed.

**DeWittArmy  
Community Hospital**  
Volume 3, No. 2

All articles and  
photographs must be  
turned in  
to the Public Affairs  
office, in the basement of  
the hospital.

**Commander**  
Col. Eileen Malone

**Deputy Commander for  
Clinical Services**  
Col. John Kugler

**Deputy Commander for  
Nursing Services**  
Col. Robin Hightower

**Deputy Commander for  
Clinical Administration**  
Lt. Col. Michael Krukar

**Hospital Command Sergeant  
Major**  
Command Sgt. Maj.  
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Army Community Hospi-  
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# Patient focused care begins with customer service

**By Col. Eileen Malone  
Commander**

The Hardwiring for Success (HFS) pro-  
gram is well underway. The scripts were  
written and are now being implemented.

An e-mail was sent highlighting "the best  
of the best" scripts. Please feel free to adopt  
any of these scripts as appropriate for you  
area. If you did not see the email, ask your  
HFS champion to give you a copy.

We have now started measuring patient  
satisfaction on a weekly basis and began with  
the outpatient areas the week of 5 February.  
Remember our goal remains more than a 95  
percent patient satisfaction throughout by  
October 2001.

The following clinics are off to a great start  
with 95 percent or greater patient satisfac-  
tion: Behavioral Health, Community Health,  
Family Health Center of Fairfax, Internal  
Medicine, Nutrition, Occupational Health, Or-  
thopaedics, Same Day Surgery, South Post  
and Wellness.

Thanks to everyone for all your hard work  
and commitment to excellence!

## HARD WORK DRIVES RESULTS

Sometimes it's difficult to measure the im-  
pact of focused effort and hard work. Not so  
at DeWitt. Here are just a few of the areas  
in which significant growth or improvement  
has occurred as demonstrated by the many  
monitored metrics:

- Population enrolled/empanelled. 83,348  
as of December 2000 up from 79,238 a year  
previous - a 5.1 percent increase
- Outpatient visits. 160,435 for the first  
quarter FY 01 a 2 percent increase from the  
first quarter FY 00
- Consideration of Others Training. 76 per-  
cent through December 2000, up from 11 per-  
cent in July 2000.
- ADS Compliance is now at 91 percent,  
up from the 60 percent last summer.
- Readiness Training.

Medical Corps C4 Training - 93 per-  
cent up from 51 percent in August.

ATLS - 64 percent up from 29 percent in  
August.



MEIR - 56 percent up from 22 percent in  
August.

## JCAHO ACCREDITATION VISIT

The dates for the Joint Commission on the  
Accreditation of Hospitals (JCAHO) accredi-  
tation visit are now set for April. We're for-  
tunate at DeWitt because we have the Quality  
Management Board and the Functional Man-  
agement Teams to systematically survey our  
compliance with the standards and provide  
feedback about improvement opportunities.

We can anticipate the surveyors to be ex-  
acting, with the same detailed focus I expect  
of each of you in your daily monitoring activi-  
ties. Here's a summary of West Point's re-  
cent survey experience in November 2000.

"The surveyors visited every patient care  
site at Keller except for Optometry (ran out of  
time). They even visited the gym to see how  
the PTs worked with the trainers. They  
checked every single crash cart, controlled  
substance log, fire extinguisher, refrigerator log,  
autoclave log, etc. going back several months.

**Continued on Page 3**

Every medication cabinet, under every sink in the clinics, every drawer and cabinet in the exam/treatment rooms, etc., ”

## MILITARY MEMBER UPDATE

Training Holidays. General Shinseki, the Army's Chief of Staff approved additional training holidays for military members in FY 2001 as a way recognizing and compensating soldiers for their hard work. In most line units, the training holiday is taken in conjunction with the following federal holiday weekends: Martin Luther King, President's, Memorial Day, Labor Day, Columbus Day, Christmas and New Year's

Given healthcare's 24/7 mission, it's not possible to give all AMEDD soldiers the same day off. However, I do expect that supervisors are scheduling the training holiday for each soldier within 30 days of the federal holiday celebrated.

Off-Duty Employment. All soldiers require permission to engage in off-duty employment. The company commander revived the program and we now have 17 soldiers who completed the requirements, up from 0 this autumn. Soldiers and supervisors are responsible for meeting this requirement.

Semi-Annual Physical Fitness Test. The APFT is scheduled for 16- 20 April. Please ensure you're in the best shape to successfully complete the test. See the CPT Christon for a list of master fitness trainers if you require some assistance.

Soldier Readiness Preparation. SRP is scheduled for 26-27 April. Everyone must complete SRP annually. We're now developing April patient schedules. Please make sure that everyone is scheduled to complete the training during this week.

Common Test Training. CTT remains an annual requirement and is scheduled for 8-10 May.

Family Care Plans. Family care plans are required for dual military couples and single soldiers with children. We've made some improvement in meeting this mandatory requirement with 42 percent of the care plans in place, up from 7 percent this autumn. Supervisors, please ensure that your soldiers complete the necessary care plans in time for April's SRP.

## FACILITIES UPDATE

Many of you identified a better work environment as a desire on the September 2000 staff satisfaction survey. We have about \$11 million of projects in planning or underway. Here's where we are on several major facility improvement projects. Thanks to our logistics team who facilitate all of this work!

Dining Facility - Newly decorated in time for our fabulous Thanksgiving and Holiday meal celebrations!

General Surgery Clinic. The renovation on 2A was completed and the General Surgery Clinic moved 19 February. MG Timboe and COL Dunn attended the ribbon-cutting ceremony 12 March.

MRI. Construction for the MRI began two weeks ago. We expect to begin providing patient services in August.

Medical Specialty Modular Building. We're running about four months behind on the placement of a modular building next to the Main Conference Room to support medical specialty clinics. The U.S. Army Health Facility Planning Agency is aggressively working to award the contract and site the clinic this spring.

Celebration Pavilion. We had to move our Celebration Pavilion to support the construction of the Medical Specialties Building. The pavilion will be located just outside the Dining Facility once the ground thaws and the concrete can be poured and the posts driven!

Mother-Infant Services. The \$2.9 million renovation will begin when the medical specialty services are relocated to the modular building.

OR/CMS Improvements. Work is underway to improve the OR/CMS areas.

Pediatric Clinic. The Pediatric Clinic is moving to the old general surgery clinic location in the clinic wing and will be collocated with the Adolescent and Pediatric Specialties Clinic. Minor renovations are planned prior to the move. Stay tuned for the ribbon cutting date this spring.

Family Health Center of Fort Belvoir. We're getting ready to begin renovations to reduce the hassle and provide one-stop shopping for FHC-FB prime and enrolled patients. A central reception desk with patient support pods will be constructed over the next couple of months, followed by a complete painting of the clinic. Administrative offices are being moved into the old pediatric clinic to provide more exam rooms and greater patient flow efficiencies.

Family Health Center Fort Myer. The Rader Clinic team is well underway with renovation of the snack bar area to support patients and staff. The U.S. Army Health Care Facility Planning agency recently completed an interior design package for the clinic, which is currently being evaluated. The new roof was completed last autumn.

ER/AMIC Renovation. The design of the ER/AMIC renovation is 95 percent complete. Construction efforts are targeted for this summer.

Radiology and Pathology Renovation. The U.S. Army Health Facility Planning Team was here last month to begin a design effort to renovate radiology and pathology areas to provide greater efficiencies and upgrade HVAC systems.

Fire Alarm Upgrade. The upgrade is almost complete. Many thanks for your patience during the frequent fire drills during this effort.

Roof Upgrade. Funding has been provided to upgrade the roofs at DeWitt.

New Healthcare Facility. Planning continues right on target for the new healthcare facility. MG Timboe and COL Weaver, Fort Belvoir's garrison commander approved further evaluation of the proposed site for the new facility - the large wooded lot adjacent to the PX parking lot.

## STRATEGIC PLANNING UPDATE

Over 70 staff attended the second strategic planning meeting held in February. The focus of the meeting was to refine the initiatives and develop the resource requirements and timeline for each initiative in support of the 10 organization goals. The balanced score card for each goal is being updated to reflect the day's work and will be posted on the S-Drive for your review. Supervisors, please print the balanced score cards and post in your area. The next strategic planning meeting is scheduled for 1 May 2001.





# Salute to shining stars



## Meritorious Service Medal

CPT Karen Braesfield  
MAJ Jennifer Junnilla  
LTC Carol Pilat

## Army Commendation Medal

CPT Sandra Barr  
SPC Charlene Bonneau  
MAJ David Brown  
SGT Jermaine Jones  
COL Noel Hui  
CPT Rae Litowitz  
CPT Kimberlie Statler  
CPT Joan Williamson  
COL Arthur Wittich

## Army Achievement Medal

SGT Albert Amperosa  
CPT Christopher Christon  
CPT Jennifer Frank (2)  
CPT James Grady  
SSG Sendra Graves  
SPC Ann Gonzales  
CPT Jeremy Johnson  
2LT Tina Kopilchack  
SFC Donald McCasland  
CPT Robert Oh  
MAJ Michael Oshiki  
CPT Aaron Saguil  
CPT Kelly Soh  
CPT Kimberlie Statler  
CPT Jean Tyner (2)

## Certificate of Achievement

SPC Damon Barnes  
SSG Maxenia Bowers  
SPC Damon Fowlkes  
SSG Matthew Francis  
SGT Jamell Hassell  
SGT Joseph Morgan  
SFC Matthew Oakley  
MAJ Barbara Rowe  
PFC Rakiema Sellars  
SPC Ruth Sutcliffe  
COL Michael Wymes  
CPT Lori Trego

## Certificate of Appreciation

Barbara Coby  
SSG Marcia Copeland  
SSG Sherri Collins  
SGT Fredrick Culbertson  
William Daily



**Col. Eileen Malone recognizes Freida Ridge, chief of the Health Care Contract Support Division, for more than 25 years of civilian service with DeWitt Army Community Hospital.**

SGT Emily Davis  
Linda Dowder  
Shelba Flood  
Ertha Harris  
SGT Glynis Harris  
Harriet Johnson  
SGT Jermaine Jones  
Kevin Nobel  
Valerie Noel  
MAJ Sharon Williams

## NCO of the Quarter

SGT David Reardon  
SGT Jessica Vanderberg

## Soldier of the Quarter

SPC Gian Park  
SPC Ruth Suliffe

## NCO of the Month

SGT Serena Camacho  
SGT Jessica Vanderberg

## Athlete of the Year

SSG Dollie Peter  
SSG Christopher Logas

## CSM Certificate of Excellence

SGT Caressa Bell  
SPC Gian Park

## Woodlawn Elementary Certificate of Achievement

CPT Dwight Smith  
CPT Rhonda Wynder

## Civilian Longevity Awards

Phyllis Bellamy  
Dewayne Burris  
Valerie Brocks  
Sharon Cantwell  
Jane Choi  
Padma Gowda  
Steven Glorioso  
Laurine Jones  
Sunyoung Lee  
Regina Lewis  
Alexandra Masterson  
Kathie McCracken  
Mark McTigue  
Alvin Shifflett  
Tiffani Springs  
Freida Ridge



**Members of the Military Order of the Purple Heart helped DeWitt 's nurses celebrate their Corps birthday in style. From left are Eugen Forster, LTC Susan Clark, George Gallagher, Col. Eileen Malone, Col Robin Hightower and Edward Schnug.**

## Nurse Corps celebrates 100 years of service

The Army Nurse Corps celebrated its 100<sup>th</sup> anniversary on Feb. 2, 2001 with a gala in the nation's capital and a ceremony the next day at the Women in Military Service for America Memorial.

DeWitt Army Community Hospital also hosted a breakfast celebration on the 2<sup>nd</sup> in the hospital's Main Conference Room, to honor the dedication of nurses here.

Retired Army Col. George Merlin Gallagher, Adjutant of Chapter 353 of the Military Order of the Purple Heart, was the keynote speaker. He cited the contributions of nurses serving the military throughout the history of our country, especially in times of war.

After nurses played such an important part in the nation's conflicts, including the War for Independence and the Civil War, the Surgeon General during the Spanish-American War requested and received congressional authority to contract for women nurses.

In his annual report at the end of 1898, the Surgeon General wrote: "American women may well feel proud of the record made by these nurses in 1898 and 1899, for every medical officer with whom they served has testified to their

intelligence, and skill, their earnestness, devotion and self-sacrifice." This led to establishing the Army Nurse Corps on February 2, 1901.

A World War II veteran and career Army officer, Colonel Gallagher praised the nurses for touching so many lives, including his, enabling him to survive the wounds of war. He talked of how some of them had even given the supreme sacrifice in service to their country.

Today, about 3,400 nurses in the Army Nurse Corps are scattered around the globe supporting those who defend our nation.

"They deserve all the praise and gratitude that their devotion to duty and service to country earned and they will continue to be a vital part of care and support to our nation's soldiers,"

Gallagher said.

Gallagher said that more than 25 million veterans of America's wars to include the more than 550,000 Purple Heart veterans who shed blood on the battlefield are celebrating in spirit with the Army Nurse Corps.

"Today we shout our 'hooahs' and hooplas because the Army nurses can happily say, we made it. A hundred-year-old Corps!"



# Surgery Clinic re-opens

DeWitt Army Community Hospital formally opened the General Surgery Clinic Monday with a ribbon cutting ceremony following an investment of more than \$320,000 in modernization and renovation on the hospital's second floor.

Maj. Gen. Harold Timboe, the commander of the North Atlantic Regional Medical Command, Col. Eileen Malone, the DeWitt Community Hospital Commander and Col. Brenda Alcover-Ballard jointly cut the ribbon opening the clinic in what was once used as a physical therapy area.

"I am gratified to see the transformation you have made in this space," said Timboe. "This is a very attractive area with a new millennium color scheme."

The renovation effort is part of a continuing effort



**Maj. Gen. Harold Timboe, commander North Atlantic Regional Medical Command; Col. Eileen Malone, commander DeWitt Army Community Hospital; and Col. Brenda Alcover-Ballard the chief of the General Surgery Clinic, cut the ceremonial ribbon officially opening the newly renovated unit.**

to maximize the facilities at DeWitt until a new facility is built.

"It's also exciting to see the design for the new DeWitt that will take a few more years to put in place making it the most

modern facility in military medicine," Timboe said

While military medicine is undergoing a tremendous revolution, he said, one of the benefits was distinct improvements for patients.

"It's rewarding to see what we can do for our patients with the right equipment and right flow to take care of very deserving patients," Timboe said

## Chaplain Judith Hamrick's corner

# A Reason to Hope

***What profit hath a man of all his labour which he taketh under the sun? Ecclesiastes 1:3***

He had been expelled from college and his business attempts had failed. Now, as he stood on the windswept shores of Lake Michigan one wintry night, the 32-year-old took one last look at the sky above him as he prepared to cast himself into the freezing water.

It was an overpowering moment. He felt a rush of awe as he saw the starry Heavens and the thought seared his mind, you have no right to eliminate yourself. You do not belong to you. R. Buckminster Fuller walked away from the lake and started over.

From that point on, he embarked on a journey that led him into careers as an inventor, engineer, mathematician, architect, poet, and cosmologist. He eventually won dozens of

honorary degrees and a Nobel Prize nomination. Fuller wrote two dozen books, circled the globe 57 times, and told millions about his dreams for the future.

The inventor of the geodesic dome, he seldom repeated himself in lectures that sometimes lasted three to four hours on topics that ranged from education to the origin of life.

The day Buckminster Fuller encountered hope was the day he began to find mean for his life.

There is always a reason to hope. Hope gives us the strength to walk away from failure and move on to success.

From God's Little Devotional Book for Leaders







**The Well-Woman Clinic celebrated the beginning of its seventh year of operation with a cake-cutting.**

**The clinic is open Tuesday to Thursday in the evenings from 5 p.m. to 9 p.m. and 9 a.m. to 4:30 p.m. on Saturdays.**



**Gen. Harold Timhoe visited DeWitt personnel helping out with the Presidential Inauguration. PFC. Waller, PFC Kimble, Maj. Elizabeth Kassapedis and Capt. Charles Henkel provided medical support for the Inauguration.**

## Servicemember's Group Life Insurance increases

The top rate of Servicemember's Group Life Insurance (SGLI), will automatically increase to \$ 250,000 effective April 1, 2001.

Current premium payment of 80 cents per \$ 10,000 of coverage will continue, resulting in an additional \$ 4.00 premium being withheld from each member's pay for SGLI.

As an example, for those members who currently have the maximum coverage amount of \$ 200,000, the premium payment per month is \$16.

With the increase in coverage, the premium will now be \$ 20.00 per month for the maximum coverage.

A remark will appear on the February 2001 Leave and Earnings Statement (LES), advising of this rate increase.

If a member desires the full increased coverage (\$ 250,000), no action is necessary. However, if any member desires a reduced amount of coverage, or no coverage, that member must prepare a new VA SGLV 8286, indicating the desired amount of coverage, or no coverage.

This form, to elect a reduced amount of coverage, or no coverage, must be prepared, signed, dated, and submitted no earlier than April 1, 2001 and no later than April 30, 2001. Any requests for reduced coverage, or no coverage, received during this period will result in a refund of any over-collection of the premium in the month of April.

The April 1 to April 30, 2001 time frame is critical. Requests for reduced SGLI coverage, or no SGLI coverage dated and received after April 30, 2001 will be processed to reduce the coverage, or stop the coverage, effective in May 2001, but will not result in a refund of the maximum premium withheld for the month of April 2001.